SENIORS PROGRAMS AND SERVICES

Seniors Programs and Services

INFORMATION GUIDE

2006–2007

Alberta
Seniors and
Community Supports

For more information about seniors programs and services, please call:

Alberta Seniors and Community Supports
Toll-free anywhere in Alberta: **1-800-642-3853**
In Edmonton: **(780) 427-7876**

Deaf or hearing impaired with TTD/TTY units:
Toll-free anywhere in Alberta: **1-800-232-7215**
In Edmonton: **(780) 427-9999**

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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CLIP AND SAVE

For information on
Programs and Services
for Seniors
please call:

1–800–642–3853
(427–7876 in Edmonton)

or visit:

www.seniors.gov.ab.ca

Alberta
Seniors and
Community Supports

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Your participation is greatly appreciated.

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Message from the Minister

As the Minister of Alberta Seniors and Community Supports, I am pleased to provide you with the 2006/2007 edition of the Seniors Programs and Services Information Guide. This guide is a comprehensive and easy-to-use source of information for seniors in Alberta.

Our seniors continue to make many contributions to communities across the province. Seniors are vibrant and active members of our families, neighbourhoods and businesses, and they continue to make Alberta a wonderful place to live.

Alberta provides some of the most generous seniors benefits in the country, which range from the Special Needs Assistance program, which is unique in Canada, to a program that assists seniors with their education property taxes. Many of these programs are for those seniors who are most in need, while other programs are for all Albertans 65 and over, regardless of their income.

If you would like more information about the programs and services in this guide, please call the Seniors Information Line at **1–800–642–3853** or **427–7876** in Edmonton, or visit **www.seniors.gov.ab.ca**.

I hope you find this guide useful in learning about the many seniors' resources that can help you remain active and involved in your community.

Yvonne Fritz
Minister
Alberta Seniors and Community Supports

Income Support Programs

PROVINCIAL GOVERNMENT PROGRAMS

The following programs are offered by Alberta Seniors and Community Supports.

Alberta Seniors Benefit (ASB)

The Alberta Seniors Benefit program is based on income and provides a monthly cash benefit to eligible seniors. To be considered for the program, you must complete an application form.

General Eligibility Requirements

To be eligible for the ASB you must:

- be 65 years of age or older,
- be an Alberta resident for at least three months immediately before applying,
- be a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrants), and
- have income within the limits allowed by the program.

Cash Benefit

The annual cash benefit is determined by four factors:

- the type of accommodation you live in,
- your marital/cohabitation status,
- your income (combined with the income of your spouse/adult interdependent partner), and
- whether you are eligible for the federal Old Age Security pension.

It is important that you notify the program whenever your personal information changes.

To ensure that a cash benefit is paid to those seniors most in need, the ASB program is based on income. The lower your income, the higher your cash benefit will be, within the maximum cash benefit allowed under the program.

If your annual income level changes, the level of your cash benefit in the following benefit year will also change.

Continued next page...

In general, single seniors with an income of $21,700 or less, and senior couples with a combined income of $34,900 or less, are eligible for a cash benefit. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since sources of income will vary from one individual to another, please see the *Alberta Seniors Benefit Information Booklet* for more information. You can also visit the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca** or call toll-free **1–800–642–3853** or **427–7876** in Edmonton.

Maximum Cash Benefit Available

Accommodation and Marital/Cohabitation Status	Maximum Annual Cash Benefit
Homeowner/Renter/Lodge Resident	
Single senior	$ 2,880
Senior couple	$ 4,320
Long-Term Care/ Designated Assisted Living Residents*	
Single senior	$ 9,660
Senior couple	$11,100
Other Residence Categories**	
Single senior	$ 1,860
Senior couple	$ 3,720

The Alberta Seniors Benefit cash benefit is paid on a monthly basis.

* *Where one partner lives in a long-term care or designated assisted living facility and the other lives in the community.*

** *e.g. Living with family members.*

Program Cycle

The benefit year of the ASB program is 12 months, starting July 1 of the current year and ending June 30 of the following year. The program normally bases your cash benefit for the current program year on your income for the prior calendar year. An exception is made when applying to the program or receiving benefits from the program for the first time. In these situations, income for the current calendar year may be used to determine your eligibility.

You only need to apply once for the ASB program. You should receive an application package in the mail by your 65th birthday.

Your application package will contain instructions for completing the forms and information on what you need to include with the completed application. For more information, contact Alberta Seniors and Community Supports at:

Alberta Seniors Benefit
Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1–800–642–3853
In Edmonton: **(780) 427–7876**
Website: **www.seniors.gov.ab.ca**

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program is based on income and provides a lump-sum cash payment to eligible lower-income seniors. Under this program, seniors who are facing financial difficulty in paying extraordinary, one-time expenses and who have no other resources to draw on can apply for financial assistance. The amount funded depends on income level and the type of expense.

General Eligibility Requirements

To be eligible for the Special Needs Assistance for Seniors program, you must:

- be 65 years of age or older,
- have lived in Alberta for at least three months before applying,
- have completed an application for the Alberta Seniors Benefit program,
- have submitted a completed Special Needs Assistance for Seniors application form, and
- have income within the threshold.

Generally, seniors who are receiving a cash benefit from the Alberta Seniors Benefit program may receive a special needs benefit.

Continued next page…

Available Assistance

The maximum benefit available from the program is $5,000 in a benefit year.

Assistance is available for allowable special needs such as appliances, certain medical expenses and the cost of some home repairs. The Special Needs Assistance for Seniors program no longer funds dental and optical expenses. These expenses are now funded through the Dental Assistance for Seniors and Optical Assistance for Seniors programs.

Special Needs Assistance for Seniors is a program of last resort. All other sources of funding must be used before applying to the Special Needs Assistance for Seniors program. Below are a few examples of provincial and federal government programs that offer assistance:

- **federal pension programs** — Old Age Security/Guaranteed Income Supplement/Allowance/Allowance for the Survivor. See pages 12–13 for more information.
- **medical supplies/hearing aids** — Alberta Aids to Daily Living. See pages 30–32 for more information.
- **home repair programs** — Residential Rehabilitation Assistance program (RRAP), Home Adaptations for Seniors Independence (HASI). See page 18 for more information.
- **diabetic supplies** — Alberta Monitoring for Health program. See page 43 for more information.
- **home support programs** — home care. See page 39 for more information.

These are just a few of the programs and services that are described in this guide. Before applying to the Special Needs Assistance for Seniors program, please check all of the federal and provincial benefits available.

Like the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program is based on income to ensure that assistance goes to those seniors most in need.

How to Apply

If you have used all other sources of funding and continue to have financial difficulties, you can apply to the program by submitting a completed Special Needs Assistance for Seniors application. If you have not already done so, you will be asked to first submit an Alberta Seniors Benefit application form.

More Information

If you would like an application, or more information on the Special Needs Assistance for Seniors program, contact Alberta Seniors and Community Supports at:

Special Needs Assistance for Seniors
Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1–800–642–3853
In Edmonton: **(780) 427–7876**
Website: **www.seniors.gov.ab.ca**

Income Programs for Non-Seniors

Alberta Human Resources and Employment assists non-seniors who have little or no income, or those with special circumstances by providing Alberta Works Income Support. Income Support is a program of last resort that provides financial and health benefits, and training to Albertans who do not have the means to support themselves. Assets and income are taken into account in determining eligibility and benefit level.

Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension Plan benefits are unlikely to be eligible for assistance from this program. For more information on Income Support, visit the Alberta Human Resources and Employment website at **www.hre.gov.ab.ca** or call the Alberta Works Contact Centre toll-free at **1–866–644–5135**.

Assured Income for the Severely Handicapped

Alberta Seniors and Community Supports offers the Assured Income for the Severely Handicapped (AISH) program. This program provides financial and health benefits to adults under 65-years old with a permanent and severe disability who are unable to support themselves. Assets, income, age and residency are also taken into account in determining eligibility and benefit levels. Applicants receiving an Old Age Security pension are not eligible to receive AISH.

For more information about AISH, contact:
Toll-free anywhere in Alberta:
1–866–477–8586
In Edmonton: **(780) 644–1364**
Website: **www.seniors.gov.ab.ca**

FEDERAL GOVERNMENT PROGRAMS

The Government of Canada administers the Old Age Security benefits, which include the Guaranteed Income Supplement and Allowance Benefits and the Canada Pension Plan.

You may telephone the **Service Canada Call Centre** to:

- obtain information about benefits
- change your address
- request income tax deductions from benefits
- obtain application forms
- change information that may affect your entitlement to benefits
- make an appointment

Throughout Alberta, call toll-free:
English: **1–800–277–9914**
French: **1–800–277–9915**
TTY device only: **1–800–255–4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.sdc.gc.ca**

Old Age Security Pension (OAS)

To be eligible for the federal Old Age Security pension, you must:

- be at least age 65 (you do not have to be retired),
- be a legal resident of Canada, and
- have lived a minimum of 10 years in Canada after the age of 18.

You must apply for this pension. If possible, send in your application six months before your 65th birthday.

Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement is available to seniors who receive the Old Age Security pension and have little or no other income.

Eligibility for this supplement and the amount of the supplement that you would receive depends on:

- marital status, and
- total family income in the previous calendar year. If you are married or living common-law, the income of your spouse or common-law partner is included.

The GIS is added to the federal Old Age Security cheque each month. An application must be submitted to receive this benefit.

To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30.

Couples must file separate income tax returns.

Allowance/Allowance for the Survivor

The Allowance is paid to the spouse or partner of a senior receiving the Guaranteed Income Supplement.
To be eligible you must:

- be age 60 through 64, and
- have lived in Canada a minimum of 10 years after the age of 18

The amount of the Allowance depends on a couple's combined income in the previous calendar year.

People who may be eligible for the Allowance should apply six months before their 60th birthday. It may be applied for any time between ages 60 to 64 and could continue until the age of 65.

The Allowance for the Survivor is available to a widow or widower of a legal marriage or common-law partnership who has little or no other income and who is between the ages of 60 to 64.

The amount of Allowance for the Survivor depends on the applicant's income in the previous calendar year. An application must be submitted to receive this benefit. To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. Your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your income tax, a renewal form must be completed.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different Canada Pension Plan benefits. Application forms are available at any Service Canada office, by calling the Service Canada Call Centre or visiting the website. See page 22 for contact information.

Retirement Pension

You may be eligible for a retirement pension if you have paid into CPP for at least one year. You may start receiving your CPP retirement pension as early as age 60, at a reduced rate, providing you have ceased or substantially ceased working. If possible, submit your application six months before you want the pension to begin.

Continued next page...

A spouse or common-law partner, in an ongoing relationship, can apply to share CPP retirement pension payments. Even if only one of you has been a contributor to the CPP, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any CPP retirement pension that you are eligible to receive.

Once you begin receiving your retirement pension, you can no longer contribute to the CPP if you return to work. You should inform your employer, who should discontinue CPP contributions.

Disability Benefits

The Canada Pension Plan pays a monthly benefit to people who:

- are under the age of 65,
- have contributed to CPP, and
- are disabled according to Canada Pension Plan legislation.

The **Disabled Contributor's Child's Benefit** is a monthly benefit for dependent children of a disabled contributor.

Survivor Benefits

There are three types of survivor benefits.

- The **death benefit** is a one-time payment to, or on behalf of, the estate of a deceased Canada Pension Plan contributor.
- The **survivor pension** is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.
- The **surviving child's benefit** is a monthly benefit for dependent children of a deceased contributor.

Child Rearing Dropout Provision

Months of low or zero earnings spent caring for your child under the age of seven, born after December 31, 1958, may be excluded from the calculation of your pension. This ensures that reduced earnings during the first seven years of your child's life do not result in lower pension benefits in the future.

Credit Splitting (after divorce or separation)

When a legal marriage or common-law partnership ends in divorce or separation, Canada Pension Plan credits may be divided. Your divorce or separation must have occurred after January 1, 1987 and you must have been separated for at least one year.

Housing

PROVINCIAL GOVERNMENT PROGRAMS

The following programs are offered by Alberta Seniors and Community Supports.

Education Property Tax Assistance for Seniors

The Education Property Tax Assistance for Seniors program covers the increase in the education portion of seniors' property taxes. If a senior was 65 in 2005 or earlier, the program will provide an annual rebate per household to cover the increase in the education portion of their taxes using the 2004 education tax amount as the baseline.

Please note that if you turned 65 or have moved since 2004, the baseline will be the education tax amount you paid during the year this occurred.

General Eligibility Requirements

To be eligible for the Education Property Tax Assistance for Seniors program you must:

- be 65 years of age or older,
- be an Alberta resident,
- own a residential property in Alberta, and
- have had an increase in the education portion of your property taxes.

Applying

The Education Property Tax Assistance for Seniors program continues to work with municipalities to collect seniors' property tax information electronically. If your information is not received through this process, you will receive a letter requesting your property tax information.

Rebate cheques are mailed in the summer after the property tax notices have been issued.

Continued next page...

For more information, or to get an application form for the Education Property Tax Assistance for Seniors, contact Alberta Seniors and Community Supports at:

Education Property Tax Assistance
Box 3100, Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1–800–642–3853
In Edmonton: **(780) 427–7876**
Website: **www.seniors.gov.ab.ca**

Seniors Lodge Program

The Seniors Lodge program offers single or double bedrooms, meals, housekeeping, linen/laundry and recreational services.

Seniors who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Applicants may need to meet local community residency requirements.

The local management body sets lodge rates and administers the lodges. To protect lower-income residents, management bodies must ensure that each resident has at least $265 per month in disposable income after lodge accommodation costs.

Seniors Self-Contained Housing

The Seniors Self-Contained Housing program provides affordable apartments for low-income seniors who cannot afford private sector accommodation.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Community residency requirements may be in place. Rent is based on 30 per cent of a household's adjusted income.

For more information about the Seniors Lodge program or Seniors Self-Contained Housing, write to:

Alberta Seniors and Community Supports
Housing Services Division
Box 927
Edmonton, AB T5J 2L8
Website: **www.seniors.gov.ab.ca**

Your local management body has detailed information about lodges and self-contained living in your area. For assistance contacting a management body, please call:

Alberta Seniors
and Community Supports
Toll-free anywhere in Alberta:
1–800–642–3853
In Edmonton: **(780) 427–7876**
Website: **www.seniors.gov.ab.ca**

Residential Access Modification Program

Homeowners and tenants (if the landlord agrees) may apply to receive a provincial government grant to assist with modifications that improve wheelchair access into, and facilitate movement within their personal residences. If total household income for the previous calendar year was less than $34,900, a homeowner or tenant may be eligible for a grant of up to $5,000.

An eligible applicant must:

- require the use of a wheelchair on a regular basis,
- live in the primary residence that the grant will apply to,
- have a gross annual income equal to, or less than $34,900 for the previous calendar year (add $4,000 for spousal/partner income), and
- be a Canadian citizen or have been lawfully admitted to Canada for permanent residence.

Wheelchair modifications to a personal residence are eligible if they significantly improve the safety, security and livability of the principle residence by:

- facilitating access by the wheelchair user to the residence, and
- facilitating movement by the wheelchair user within the residence.

For information and application forms, call **(780) 427–5760**. Outside Edmonton, call the Service Alberta Call Centre at **310–0000** to be connected toll-free, or write to:

Alberta Seniors and
Community Supports
RAMP
Box 927
Edmonton, AB T5J 2L8
Email: RAMP@gov.ab.ca
Website: **www.seniors.gov.ab.ca**

FEDERAL GOVERNMENT PROGRAMS

The programs in this section are for low-income citizens. Household income must be less than the Core Need Income Threshold established by the federal government. The income limits depend on where the property is located and how many people live in the house.

Residential Rehabilitation Assistance Program (RRAP)

For People with Disabilities

This program is for low-income homeowners regardless of the age of the occupants. The house can be new, but construction must be substantially complete, and the house must meet a minimum standard of health and safety. The program provides an income-based forgivable loan up to $16,000 ($19,000 in northern areas) for modifications such as wheelchair accessibility or other mobility adaptations, allergy-related modifications, age-related disabilities and hearing or sight impairments. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after the work is completed (depending on the amount of the loan received). Funds are also available to the owners of rental units.

For Homeowners

This program is for low-income homeowners regardless of the age of the occupants. The house must be at least five years old and be in need of at least one major repair. The program provides an income-based forgivable loan up to $16,000 ($19,000 in northern areas) for major repairs required to bring the home up to a minimum standard of health and safety. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after work is done (depending on the amount of loan received).

Home Adaptations for Seniors' Independence (HASI)

This program is for minor home adaptations to extend the time low-income seniors can live in their own homes independently. The program provides a forgivable loan of up to $3,500 for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc. The forgivable loan does not have to be repaid as long as the property is owned and occupied for six months after the work is complete. Funds are also available to the owners of rental units.

Emergency Repair Program (ERP)

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the Residential Rehabilitation Assistance program. This program provides a grant up to $6,000 ($9,000 in northern areas) for repairs such as heating systems, chimneys, doors, windows, etc.

For more information on the above housing programs and Core Need Income Thresholds, please contact the Canada Mortgage and Housing Corporation (CMHC) in:

Edmonton
CMHC
Standard Life Centre
210, 10405 Jasper Avenue NW
Edmonton, AB T5J 3N4
Phone: **(780) 423–8700**
Fax: (780) 423–8702

Calgary
CMHC
200, 1000 7 Avenue SW
Calgary, AB T2P 5L5
Phone: **(403) 515–3000**
Fax: (403) 515–2930

TTY: **1–888–841–4975**
Outside these areas, call toll-free **1–877–499–7245.**

Other Information

The Canada Mortgage and Housing Corporation has a variety of publications and videos available on housing-related topics, such as housing options for seniors, handicapped-accessible homes and information for first-time homebuyers. Please contact the Canadian Housing Information Centre at **1–800–668–2642** or visit their website at **www.cmhc-schl.gc.ca**

Seniors Housing Registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They may also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **(403) 705–3230**

Edmonton
SAGE – Seniors Association of Greater Edmonton
** Formerly the Society for Retired and Semi-Retired*
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **(780) 423–5510**
E-mail: info@Mysage.ca

Native Seniors' Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: **(780) 476–6595**

If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 24–26,
- Family and Community Support Services Office, listed in your telephone directory, or
- the Seniors Information Line, listed on page 21.

Provincial Seniors Housing Registry
The Alberta Seniors Citizens' Housing Association (ASCHA) has a free Internet-based provincial housing registry for online searches by location, organization, project, support services and application criteria. For more information, visit the website at **www.ascha.com**

Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information, obtain a copy of the tipsheet *Information for Landlords and Tenants* by calling the Alberta Government Services Consumer Information Centre at:

Toll-free: **1–877–427–4088**
In Edmonton: **(780) 427–4088**
Website:
www.governmentservices.gov.ab.ca

Information and Referral

SENIORS INFORMATION LINE

The Alberta Seniors Information Line is a toll-free telephone service that is available throughout Alberta. It caters to the information needs of Alberta seniors, their families, caregivers and support groups. Detailed information about the Alberta Seniors Benefit, Special Needs Assistance, Dental Assistance, Optical Assistance and Education Property Tax Assistance programs is available by using the toll-free line. The information line also provides information on other programs and services for seniors living in Alberta, as well as referrals to government and non-government services and programs. For information, please call:

Toll-free anywhere in Alberta:
1–800–642–3853
In Edmonton: **(780) 427–7876**

Note: *Please have your Personal Health Number ready when calling.*

SERVICE ALBERTA CALL CENTRE TOLL-FREE 310–0000

You can reach any provincial government program, toll-free, by calling the Service Alberta Call Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta, dial toll-free **310–0000** and enter the 10-digit provincial telephone number, or dial zero and stay on the line for assistance.

Example: If you are calling Alberta Health and Wellness from outside the Edmonton area, dial toll-free **310–0000**, and then (780) 427–1432. (In Edmonton you will dial 427–1432.)

For toll-free, province-wide access from a cellular telephone, enter #310 (Telus/Bell) or *310 (for Rogers AT&T).

Deaf callers only (requires TTY unit):
Toll-free anywhere in Alberta:
1–800–232–7215
In Edmonton: **427–9999**

ALBERTA GOVERNMENT SERVICES – CONSUMER INFORMATION CENTRE

The Consumer Information Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Subject areas include landlord and tenant issues, debt collection practices, natural gas marketers, door-to-door sales, credit reporting, time shares, auctions, advance fee loan brokers, home improvement contracting, negative option sales, electricity marketers, unfair market practices, charitable fund-raising and travel clubs.

Consumer tipsheets are available at no charge by calling the Consumer Information Centre or visiting the department's website. For more information, contact:

Toll-free anywhere in Alberta:
1–877–427–4088
In Edmonton: **(780) 427–4088**
Website:
www.governmentservices.gov.ab.ca

GOVERNMENT OF CANADA – PENSION PROGRAMS

Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, telephone the Service Canada Call Centre:

English: **1–800–277–9914**
French: **1–800–277–9915**
TTY device only: **1–800–255–4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.sdc.gc.ca**

Service Canada Alberta Centres (In-Person Centres)

The federal government has in-person offices in the province where you can obtain information about OAS, GIS and CPP benefits. To make inquiries, or to book an appointment to see a Service Delivery Agent, call the Service Canada Call Centre above.

Service Canada Alberta Centres

Edmonton
Main Floor, Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4B8

Meadowlark Shopping Centre
120, 15710 87 Avenue
Edmonton, AB T5R 5W9

Hours of Operation (both offices):
8:30 a.m. – 4:30 p.m.* Monday to Friday
**except Tuesday: 10:00 a.m. – 4:30 p.m.*

Calgary
270 Harry Hays Building
220 4 Avenue SE
Calgary, AB T2G 4X3

Hours of Operation:
8:30 a.m. – 4:30 p.m.* Monday to Friday
**except Wednesday: 9:30 a.m. – 4:30 p.m.*

Grande Prairie
100, 9845 99 Avenue
Grande Prairie, AB T8V 0R3

Hours of Operation:
8:30 a.m. – 4:00 p.m. Monday to Friday

Lethbridge
East Entrance
200 5 Avenue S
Lethbridge, AB T1J 4L1

Hours of Operation:
8:30 a.m. – 4:15 p.m. Monday to Friday

Red Deer
First Red Deer Place
2nd Floor, 4911 51 Street
Red Deer, AB T4N 6A1

Hours of Operation:
8:30 a.m. – 4:30 p.m. Monday to Friday

Outreach Program

The Government of Canada offers an Outreach Program that raises public awareness about the Canada Pension Plan and Old Age Security. It works with community partners to provide information and services. For more information, contact the Service Canada Call Centre.

LAWYER REFERRAL SERVICE

The Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers if you can afford to pay for a lawyer, but do not know of one who can help you. You receive the first half-hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information contact:
Lawyer Referral Service Office
Toll-free: **1–800–661–1095**
In Calgary: **(403) 228–1722**

LOCAL INFORMATION AND REFERRAL CENTRES

Many communities have local seniors' information centres.

CALGARY

Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **(403) 705–3246**
Fax: (403) 705–3241
E-mail: info@kerbycentre.com
Website: **www.kerbycentre.com**

Calgary Seniors' Resource Society
1020, 1202 Centre Street S
Calgary, AB T2G 5A5
Phone: **(403) 266–6200**
Fax: (403) 269–5183
Website: **www.calgaryseniors.org**

CAMROSE

Service Options for Seniors
Camrose and District Senior Centre
5415 49 Avenue
Camrose, AB T4V 0N6
Phone: **(780) 672–7462**
Fax: (780) 679–0194
E-mail: kimwil@cable-lynx.net
Website: **www.camroseseniorsinfo.ca**

Edmonton

SAGE — Seniors Association of Greater Edmonton

**Formerly the Society for Retired and Semi-Retired*

15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **(780) 423–5510**
Fax: (780) 426–5175
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

The Support Network — Edmonton's Crisis and Information Centre
301, 11456 Jasper Avenue
Edmonton, AB T5K 0M1
Phone: Dial **211** or **482–INFO (4636)**
Fax: (780) 488–1495
Website: **www.thesupportnetwork.com**

Fort McMurray

Salvation Army Seniors

9919 MacDonald Avenue
Fort McMurray, AB T9H 1S7
Phone: **(780) 743–4135**
Fax: (780) 791–2909

Grande Prairie and Area

Council on Aging Seniors Outreach

Suite 102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: **(780) 539–6255**
Fax: (780) 538–1115
E-mail: seniors-outreach@telus.net

Lacombe

Family and Community Support Services

5102B 50 Avenue
Lacombe, AB T4L 1K6
Phone: **(403) 782–6637**
Fax: (403) 782–6639

Lethbridge

Lethbridge Senior Citizens Organization

500 11 Street S
Lethbridge, AB T1J 4G7
Phone: **(403) 320–2222**
Fax: (403) 320–2762
Website: **www.lethseniors.com**

Nord-Bridge Senior Citizens Association

1904 13 Avenue N
Lethbridge, AB T1H 4W9
Phone: **(403) 329–3222**
Fax: (403) 329–8824
E-mail: friendly@nordbridgeseniors.com

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Medicine Hat

Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C7
Phone: **(403) 529–8307**
Fax: (403) 529–8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: **(403) 529–8383**
Fax: (403) 529–8382

Red Deer

Golden Circle Senior Resource Centre
4620 47 Avenue
Red Deer, AB T4N 6C3
Phone: **(403) 343–6074**
Fax: (403) 343–7977
E-mail info@goldencircle.ca
Website: **www.goldencircle.ca**

Sherwood Park

Strathcona County Seniors Referral & Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: **(780) 464–4265**
Fax: (780) 449–1354
E-mail: ivc@shaw.ca
Website: **www.ivcstrathcona.org**

St. Albert

St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, AB T8N 2S3
Phone: **(780) 459–0433**
Fax: (780) 459–9588
E-mail: seniorcc@telus.net
Website: **www.stalbertseniorsclub.org**

Wainwright

Wainwright & District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone: **(780) 842–2777**
Fax: (780) 842–5783

More information is listed in the *Directory of Seniors' Organizations in Alberta*. For a copy, please call **1–800–642–3853** or **(780) 427–7876** in Edmonton or visit the Alberta Seniors and Community Supports website at **www.seniors.gov.ab.ca**

PROVINCIAL ORGANIZATIONS FOR SENIORS

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government-appointed body that reports to the Minister of Seniors and Community Supports. A Member of the Legislative Assembly, appointed by the Premier, chairs the council. Members represent six regions of the province, with one additional representative each from the Alberta Medical Association and Alberta universities.

Members of the Seniors Advisory Council for Alberta consult with seniors and seniors' organizations and hold meetings throughout the province to gather their suggestions and feedback. Through these interactions, the council makes recommendations to the government on legislation and policies affecting seniors, and the coordination of programs and services for seniors.

Since 1986, the council has led the annual provincial Seniors' Week. The focus of Seniors' Week is to promote a greater understanding of aging and the contributions that seniors make to Alberta society.

Council members are interested in the concerns of all of Alberta's seniors. To share your comments, or to meet with council members, contact:

Seniors Advisory Council for Alberta
c/o Alberta Seniors and Community Supports
Suite 600 Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **(780) 422–2321**
Fax: (780) 422–8762
Website: **www.seniors.gov.ab.ca**

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

Alberta Council on Aging

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals interested in issues related to Alberta's aging population. The Alberta Council on Aging works towards change on both the individual and societal level, and towards enhancing the active participation of seniors in society.

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The Alberta Council on Aging has also been involved in sponsoring the Senior Friendly Project. A Senior Friendly Toolkit and the video *Friendly Seniority* were developed to assist businesses, seniors organizations, governments and communities to assist staff and community members in becoming more aware of, and meeting the needs of seniors. A French version of the toolkit and the video is also available. A variety of other resources have been developed.

Annual membership fees apply (households, organizations, corporate and lifetime memberships).

For information, contact:
Alberta Council on Aging
210, 14964 121A Ave
Edmonton, AB T5V 1A3
Phone: **(780) 423–7781**
Toll-free: **1–888–423–9666**
Fax: (780) 425–9246
E-mail: acaging@interbaun.com
Website: **www.acaging.ca**

Dental Assistance for Seniors

The Dental Assistance for Seniors program provides eligible seniors with assistance for basic dental services that help maintain a reasonable level of dental health. The program provides up to $5,000 every five years for eligible services.

General Eligibility Requirements

To qualify, you must:

- be 65 years of age or older,
- live in Alberta for at least three months before applying,
- be a Canadian citizen, or admitted to Canada for permanent residence (landed immigrant), and
- have an income level within the qualifying thresholds.

The amount of coverage you will receive is based on income. Single seniors with a total annual income less than $30,630 will qualify for some assistance under this program. Senior couples with a total combined annual income less than $61,260 will also qualify for some assistance under this program.

Seniors who have previously applied for the Alberta Seniors Benefit or Optical Assistance for Seniors program are automatically enrolled in this program and do not need to apply. All other seniors will need to apply for the Dental Assistance for Seniors Program to determine eligibility.

Optical Assistance for Seniors

The Optical Assistance for Seniors program reimburses seniors up to a maximum of $230 every three years for prescription eyeglasses.

General Eligibility Requirements

To qualify, you must:

- be 65 years of age or older,
- live in Alberta for at least three months before applying,
- be a Canadian citizen, or admitted to Canada for permanent residence (landed immigrant), and
- have an income level within the qualifying thresholds.

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The amount of coverage you will receive is based on income. Most single seniors with a total annual income less than $30,630 will qualify for this program. Most senior couples with a total combined annual income less than $61,620 will also qualify.

Seniors who have previously applied for the Alberta Seniors Benefit or Dental Assistance for Seniors programs are automatically enrolled in this program and only need to provide a photocopy of a valid optical receipt to be considered for benefits. This receipt can be mailed to:

Optical Assistance for Seniors
Box 3100
Edmonton, AB T5J 4W3

Please ensure your Personal Health Number, name, address and telephone number are clearly shown on the receipt. All other seniors will need to apply for the Optical Assistance for Seniors Program to determine eligibility.

ALBERTA AIDS TO DAILY LIVING (AADL)

Alberta Seniors and Community Supports offers the Alberta Aids to Daily Living (AADL) program. This program helps Albertans with a long-term disability, chronic illness or terminal illness to maintain their independence at home, in lodges, or in group homes by providing financial assistance to buy medical equipment and supplies.

An assessment by an AADL authorizer determines the equipment and supplies that an Albertan can receive through this program. An AADL authorizer may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist or other health care professional who works in a community health care centre, hospital, long-term care centre or home care program. Please contact your regional health authority to locate an AADL authorizer.

Note: *Medical doctors are not authorizers.*

You may be eligible for AADL benefits if you:

- are an Alberta resident,
- have a valid Alberta Personal Health Number, and
- require assistance because of a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as being six months or longer.

How does the program work?

AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of $500 per family, per benefit year (July 1 to June 30), on eligible items.

Low-income Albertans are exempt from cost sharing. Your authorizer or local community health care centre will have a Cost-Sharing Exemption Application for you to complete and send to the address on the form.

If you are exempt from cost sharing, AADL will send you a benefit card. You must show the card to your authorizer and supplier. This card tells the vendor you are exempt from cost sharing for your authorized benefits. If you choose an upgraded item, you are responsible for paying any additional amount.

What is covered?

Only certain medical/surgical supplies and equipment are provided. You must be assessed and authorized for AADL benefits before you receive them. AADL cannot refund clients who purchase their own medical supplies before being assessed and authorized for equipment and supplies.

The program does not provide coverage for foot orthotics, eyeglasses, prescription drugs, dental care or dentures.

Hearing Aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only and cost sharing applies. When visiting a hearing aid supplier, please ensure that they are registered with AADL as a vendor. For more information about registered vendors, contact Alberta Aids to Daily Living at **(780) 427–0731**. Outside the Edmonton area, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

Benefit Information:

- Seniors are eligible for one hearing aid every five years.
- With prior approval, AADL will provide a personal listening device instead of a hearing aid.
- If you are a cost-share client, AADL contributes $708.75 towards one hearing aid. If you are exempt from cost-sharing, AADL will contribute $945 for one hearing aid only. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.

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- Replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.
- Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.
- Hearing aids that are lost, stolen or damaged due to misuse are not replaced by AADL. You may wish to arrange for insurance to cover the loss of hearing aids.

Medical/Surgical Supplies and Rehabilitation or Respiratory Equipment

An AADL authorizer must assess your need for equipment and supplies and complete an authorization form. Some items may require a physician's prescription.

Program authorizers have complete lists of all items provided. A maximum number of benefits are available each year. For details on specific medical/surgical supplies, rehabilitation and respiratory equipment covered by AADL, contact your regional health authority or:

Alberta Aids to Daily Living
2nd Floor South Tower
10030 107 Street
Edmonton, AB T5J 3E4
Edmonton: **(780) 427–0731**
Website: **www.seniors.gov.ab.ca/AADL**

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

ALBERTA BLUE CROSS – *COVERAGE FOR SENIORS*

Alberta Health and Wellness offers coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross *Coverage for Seniors*. This program is premium-free for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

After you are registered with Alberta Health and Wellness for seniors coverage, you will receive an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health and Wellness, July 1 to June 30. During one benefit year, *Coverage for Seniors* will provide a maximum of $25,000 in benefits per person for the following services:

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the Ambulance Services Act and Regulations. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health and Wellness.

Note: *Inter-facility transfers are not covered under Alberta Blue Cross* Coverage for Seniors. *Inter-facility transfers are covered by Alberta's regional health authorities.*

Prescription Drugs

Alberta Health and Wellness covers 70 per cent of the cost of prescription drugs, including insulin. You pay the other 30 per cent, up to a $25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross directly, so your only out-of-pocket expense is the 30 per cent. Only prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List* are covered.

Note: *If an interchangeable drug product is available,* Coverage for Seniors *will pay to the least-cost alternative price.*

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Alberta Blue Cross *Coverage for Seniors* also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

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Other Services

For the following services, you pay the bill then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)
- appliances (up to 100 per cent of the maximum allowable for items on a benefit list as defined by Alberta Health and Wellness), on written order of a physician, the purchase or repair of:
  - artificial eyes
  - artificial limbs except myoelectric-controlled prostheses
  - permanent braces
  - mastectomy prostheses (supporting brassieres are not covered)

Alberta Seniors and Community Supports offers the Dental Assistance for Seniors program. This program provides eligible Albertans aged 65 and older with coverage for basic dental services and is administered by Alberta Blue Cross. Please see page 29 for more information.

For more information about Alberta Blue Cross, visit their website at **www.ab.bluecross.ca** or contact your nearest Alberta Blue Cross Office.

Alberta Blue Cross Offices

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: **(403) 234–9666**

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: **(780) 498–8000**

Fort McMurray
Plaza II Mall
#619, 8600 Franklin Avenue
Fort McMurray, AB T9H 4G8
Phone: **(780) 790–3390**

Grande Prairie
101A, 10712 100 Street
Grande Prairie, AB T8V 3X8
Phone: **(780) 532–3505**

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: **(403) 328–1785**

Medicine Hat
203 Chinook Place
623 4 Street SE
Medicine Hat, AB T1A 0L1
Phone: **(403) 529–5553**

Red Deer
152 Riverside Office Plaza
4919 59 Street
Red Deer, AB T4N 6C9
Phone: **(403) 343–7009**

Subscriber toll-free: A subscriber toll-free line is available for people living outside these areas:
1–800–661–6995 (Customer services)
1–800–394–1965 (Individual plans)

ALBERTA HEALTH CARE INSURANCE PLAN

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule,
- specific dental oral and maxillofacial surgical procedures performed by an oral surgeon according to an approved benefit schedule,
- some chiropractic services: benefits are limited for each service and the maximum payable per benefit year* is $200,
- some foot care services provided by a podiatrist: benefits are limited for each service and the maximum payable per benefit year* is $250,
- limited coverage for out-of-province physical therapy services provided in an out-of-province/out-of-country general or auxiliary hospital. In-province physical therapy services are based on assessed need and are the responsibility of the regional health authorities. Please contact your local regional health authority for more information.
- an operator's licence medical examination for people 74 years and six months of age and over, and

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- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures) and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year.*

* *The Alberta Health Care Insurance Plan benefit year for chiropractic, podiatry and optometric benefits is from July 1 of one year to June 30 of the following year.*

Health Insurance Premiums

All seniors, along with their spouses and dependants, are exempt from paying Alberta Health Care insurance premiums.

Extra Billing

Extra billing is not permitted for any medically required physician, oral surgery or optometry service insured by the Alberta Health Care Insurance Plan; however, not all services provided by practitioners are covered. You can expect to pay the full fee for uninsured services, and should be informed of this by your practitioner before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Private insurers providing supplementary health insurance for health services in Alberta can cover extra charges.

Hospital Services

When you are registered with the Alberta Health Care Insurance Plan and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital. For details about other services that may be included, contact Alberta Health and Wellness at **(780) 427–1432**. Outside the Edmonton area, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

If you request a private or semi-private hospital room, you will be required to pay a room charge, determined by each individual hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 42 for information on private insurers.

For more information about coverage for hospital services, contact your regional health authority, listed on pages 37–38.

Temporary Absence from Alberta

If you travel to another province within Canada, you must return within 12 months to retain your Alberta Health Care Insurance Plan coverage. If you travel outside of Canada, you must return within six months to retain your coverage. If you are leaving for longer, you may apply for extensions of coverage.

For details on extensions of coverage, and services covered outside of Alberta, contact Alberta Health and Wellness:

By mail:
Box 1360 Stn Main
Edmonton, AB T5J 2N3

In person:
In Edmonton: 10025 Jasper Avenue
In Calgary: 727 7 Avenue SW

By telephone:
In Edmonton: **427–1432**
In all other areas of the province, call **310–0000** to be connected toll-free.
Website: **www.health.gov.ab.ca**

REGIONAL HEALTH AUTHORITY SERVICES

A wide variety of community programs and services are offered through regional health authorities. For information on the locations and the range of programs and services available, contact your regional health authority.

Chinook Regional Health Authority

960 19 Street S
Lethbridge, AB T1J 1W5
Phone: **(403) 382–6009**
Fax: (403) 382–6011
Website: **www.chr.ab.ca**

Palliser Health Region

666 5 Street SW
Medicine Hat, AB T1A 4H6
Phone: **(403) 528–5633**
Fax: (403) 529–8998
Website: **www.palliserhealth.ca**

Calgary Health Region

10101 Southport Road SW
Calgary, AB T2W 3N2
Phone: **(403) 943–1111**
Fax: (403) 943–1138
Website: **www.calgaryhealthregion.ca**

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David Thompson Regional Health Authority
602, 4920 51 Street
Red Deer, AB T4N 6K8
Phone: **(403) 341–8622**
Fax: (403) 341–8632
Website: **www.dthr.ab.ca**

East Central Health
4703 53 Street
Camrose, AB T4V 1Y8
Phone: **(780) 608–8800**
Fax: (780) 672–5023
Website: **www.ech.ab.ca**

Capital Health
1J2 Walter Mackenzie Centre
8440 112 Street
Edmonton, AB T6G 2B7
Phone: **(780) 407–1000**
Fax: (780) 407–7481
Website: **www.capitalhealth.ca**

Aspen Regional Health Authority
10003 100 Street
Westlock, AB T7P 2E8
Phone: **(780) 349–8705**
Fax: (780) 349–4879
Website: **www.aspenrha.ab.ca**

Peace Country Health
2101, 10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: **(780) 538–5387**
Fax: (780) 538–5455
Website: **www.pchr.ca**

Northern Lights Health Region
7 Hospital Street
Fort McMurray, AB T9H 1P2
Phone: **(780) 791–6024**
Fax: (780) 791–6029
Website: **www.nlhr.ca**

Note: *When calling or writing, please give your Personal Health Number.*

Health Link Alberta

Health Link Alberta is a telephone advice and health information service available 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing **1–866–408 LINK (5465)**.

Home Care Services

Regional health authorities in Alberta are responsible for home care. Services are provided to people of all ages based on assessed need.

Home care services help residents of Alberta achieve and maintain health, well-being and personal independence in their own homes. Referrals for home care services come from many sources including family members, friends and doctors. Once the referral is made, regional health authority staff assess the health needs of the individual and the needs of the caregiver. Home care services, including respite to relieve informal caregivers, may be provided.

Home care services include professional and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services are personal care services (bathing, dressing and grooming). There is no charge for professional and personal care services.

To arrange for home care services, please call your regional health authority. See pages 37–38 for a listing of Alberta's regional health authorities.

Long-Term Care Centres

In Alberta, long-term care facilities (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care provided through a contract with regional health authorities. These centres vary in size and are located throughout the province.

The province pays all care costs based on individual need assessments for patients who meet the following conditions:

- you must be eligible for registration with the Alberta Health Care Insurance Plan,
- you must have lived in Alberta for three consecutive years at any time previously, or
- you must have lived in Alberta for one year immediately prior to applying, and
- you must have been a resident of Canada for 10 years or more.

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as prescribed by the resident's attending physician. Ambulance services are also provided at no charge if a patient is transferred to or from a hospital for care or treatment.

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Residents of long-term care facilities are responsible for accommodation charges at the following rates:

- $39.62/day for standard accommodation
- $42.00/day for semi-private accommodation
- $48.30/day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program. For information, please telephone **1–800–642–3853.**

Admission to a long-term care facility is based on an assessment of need by a registered nurse of the regional health authority. When you request services, the assessment staff may decide that a long-term care facility would provide the most appropriate services. If this decision is made, regional staff will work with the placement service to find the right centre for you.

Regional health authorities may be able to offer other models of care that combine health services and accomodation. Other models of care include assisted living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings and various types of seniors day programs. Those that receive funding through regional health authorities will undergo assessments like those used for long-term care facilities before being placed in any of these other models of care.

For more information about long-term care facilities, contact your regional health authority. See pages 37–38 for phone numbers and addresses.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended for people who are frail and/or disabled, and those that need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment and rehabilitation services as an alternative to admission to an acute care hospital or long-term care facility. Individual care plans are developed. These programs may be available through acute care programs and long-term care facilities.

To find out if there is a day support program or a day hospital in your community, contact your regional health authority.

Geriatric Assessment and Rehabilitation Programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact your regional health authority.

Mental Health Services

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counselling, treatment and follow-up services.

In-patient mental health services are available in urban and regional acute care hospitals, at the Claresholm and Raymond Care Centres, Alberta Hospital Edmonton and Alberta Hospital Ponoka. In addition, many hospitals and long-term care facilities offer day hospital programs for older individuals with mental health problems. Your nearest mental health clinic or your physician can direct you to, or provide you with, information on these services.

For more information, contact your local regional health authority or the Alberta Mental Health Help Line at **1–877–303–2642.**

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Public Health Services

Public health services are available to all Albertans through the regional health authorities. Services provided may include:

- immunization against diseases such as influenza,
- health education and counselling,
- nutrition education,
- dental hygiene education,
- sexual health education and counselling, and
- speech-language pathology services.

For information about public health services in your area, contact your regional health authority for phone numbers and addresses.

PRIVATE HEALTH INSURERS

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits. For more information, contact the Consumer Assistance Centre for the Canadian Life and Health Insurance Association toll-free at **1–800–268–8099** or visit their website at **www.clhia.ca**

YOU AND YOUR MEDICATIONS

When you need to take medications, it is important to understand what you are taking, why you are taking it, how to take it and what the side effects may be. Don't be afraid to ask your doctor and your pharmacist questions about the medications you take. It may help to write your questions down before you go and then write down the answers. You have the right to know.

If you would like more information, the publication *Knowledge is the Best Medicine* is available from most pharmacists or through Alberta Seniors and Community Supports toll-free at **1–800–642–3853** (**427–7876** in Edmonton).

Helping Agencies

ALBERTA MONITORING FOR HEALTH PROGRAM

The Alberta Monitoring for Health Program assists eligible Albertans with diabetes, by covering a portion of the cost of diabetes management supplies. This program is administered by the Canadian Diabetes Association and funded by Alberta Health and Wellness.

The Alberta Monitoring for Health program provides support to persons with diabetes who are insulin dependent, and those that manage their disease through diet and oral medication.

To access this program, you must meet the following eligibility requirements:

- have diabetes mellitus,
- be a resident of Alberta,
- manage your diabetes through diet, oral medications and/or insulin therapy,
- have supplies and/or medication prescribed by a physician,
- do not have insurance coverage for diabetes management supplies such as blood glucose test strips, injections supplies, lancets and pump supplies (insurance coverage for insulin or oral medication will not affect eligibility),
- have received training in self-monitoring of blood glucose, and
- either be under 65 years of age and receiving government subsidy for Alberta Health Care Insurance Plan or currently registered with the Alberta Seniors Benefit program if 65 years or older.

For information, contact:

Alberta Monitoring for Health Program
Suite 1020, Royal Bank Building
10117 Jasper Avenue NW
Edmonton, AB T5J 1W8
Phone: **(780) 423–2634**
Toll-free: **1–800–267–7532**
Fax: (780) 409–2634

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION (AADAC)

As an agency of the government of Alberta, AADAC has a mandate to provide information, prevention and treatment for alcohol, tobacco, other drugs and gambling to all Albertans. AADAC contributes to the health of Albertans by providing a province-wide system of efficient, high quality addictions treatment, prevention and information services.

AADAC has services for adults, youth, families and communities. All services are confidential, and many are free of charge to Albertans. AADAC has services available in 50 communities throughout the province.

Accessing Service

If you are concerned about yourself or someone you care about with regard to alcohol, tobacco, other drugs or gambling, contact the 24 hour AADAC Help Line toll-free at **1–866–33AADAC (1–866–332–2322)** or visit the website at **www.aadac.com**

You can also contact your nearest AADAC office, listed in the White Pages of the telephone book under *Alberta Alcohol and Drug Abuse Commission.*

AADAC 24-Hour Detoxification Centres

Calgary
Renfrew Recovery Centre
Phone: **(403) 297–3337**

Edmonton
AADAC Recovery Centre
Phone: **(780) 427–4291**

Grande Prairie
Northern Addiction Centre
Phone: **(780) 538–6350**

CATHOLIC SOCIAL SERVICES

The following programs and services are available to people of all faiths and cultures.

Elderly Adult Resource Service

Provides support counselling, education and referral services for older adults who are at risk of, or are experiencing, abuse or neglect.

Edmonton: **(780) 471–1122**
Lloydminster: **(780) 875–9084**

Family and Individual Counselling

Provides therapeutic counselling to individuals, couples, families and groups using individual, joint or group therapy.

Edmonton: **(780) 420–1970**
Lloydminster: **(780) 875–9084**
Red Deer: **(403) 347–8844**

Multicultural Seniors Group

An informal support group for seniors, offered through Catholic Social Services' Immigration and Settlement Service. The group provides a place to practice English, learn about different cultures and to share information on health and well-being.

Call **424–3545** in Edmonton for more information.

CONSUMER DEBT COUNSELLING

Credit Counselling Services of Alberta (CCSA) is a not-for-profit organization educating Albertans on how to budget, get out of debt, use credit wisely and get the most from their money. CCSA also offers a variety of unbiased debt-counselling services and alternatives. For more information, and a list of upcoming community workshops, call the information line to speak with a counsellor or visit the website. Services are available throughout Alberta.

Calgary
Sunrise Square
Suite 225, 602 11 Avenue SW
Calgary, AB T2R 1J8
Phone: **(403) 265–2201**

Edmonton
Sun Life Place
Suite 440, 10123 99 Street
Edmonton, AB T5J 3H1
Phone: **(780) 423–5265**

Outside of these areas: 1–888–294–0076
Website: **www.creditcounselling.com**

FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS)

Under FCSS, communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal/Metis Settlement programs are available in most parts of Alberta and provide information, funding and assistance with the development of community preventive social programs, including services for senior citizens.

In some communities, FCSS assists seniors by offering home support services, information and referral, and outreach programs. For information, contact the FCSS or Community Services office listed in your local telephone directory.

LEGAL AID SOCIETY

Individuals seeking legal representation or information about legal aid can refer to the website **www.legalaid.ab.ca** or contact the Legal Aid Society at:

Calgary	**(403) 297–2260**
Edmonton	**(780) 427–7575**
Fort McMurray	**(780) 743–7356**
Grande Prairie	**(780) 538–5470**
Lethbridge	**(403) 381–5194**
Medicine Hat	**(403) 529–3553**
Peace River	**(780) 624–6250**
Red Deer	**(403) 340–5119**
St. Paul	**(780) 645–6205**
Wetaskiwin	**(780) 361–1331**
Whitecourt	**(780) 778–7178**

MEALS-ON-WHEELS

Meals on Wheels is a non-profit organization that provides home delivered, low cost meals to seniors, shut-ins and those with mental or physical disabilities. These services are available in many areas of Alberta. For information about Meals-on-Wheels, refer to your local telephone directory or contact Alberta Health Link at **1–866–408–LINK (5465).**

MEDIATION SERVICES

Mediation services can help resolve conflicts between neighbours, community associations and non-profit organizations. Volunteer mediators meet with individuals and groups to discuss a problem or dispute. Examples of disputes include pets, parking, fences, noise, trees or conflicts involving volunteer, non-profit groups and clubs.

For more information, contact:

Calgary
Community Mediation Calgary
303, 1609 14 Street SW
Calgary, AB T3C 1E4
Phone: **(403) 269–2707**
Website: **www.mediation.ab.ca**

Edmonton
Mediation and Restorative Justice Centre
430, 9810 111 Street
Edmonton, AB T5K 1K1
Phone: **(780) 423–0896**
Website: **www.mrjc.ca**

ALBERTA OMBUDSMAN

The Alberta Ombudsman determines administrative fairness. The office responds to complaints of unfair treatment by provincial government authorities and a number of professional organizations.

The Ombudsman:
- is independent from the government
- is impartial; focused on fairness,
- is approachable and responsive,
- provides services free of charge, and
- is not an advocacy service.

For more information about the Office of the Ombudsman, visit the website at **www.ombudsman.ab.ca** or contact:

Calgary
2650 AMEC Place
801 6 Avenue SW
Calgary, AB T2P 3W2
Phone: **(403) 297–6185**
Fax: (403) 297–5121

Edmonton
2800 Canadian Western Bank Place
10303 Jasper Avenue
Edmonton, AB T5J 5C3
Phone: **(780) 427–2756**
Fax: (780) 427–2759
Hours: 8:15 a.m. – 12:00 p.m. and
1:00 p.m. – 4:30 p.m., Monday to Friday

OFFICE OF THE PUBLIC GUARDIAN

Alberta Seniors and Community Supports is responsible for the Office of the Public Guardian (OPG), which offers assistance and services relating to guardianship for dependent adults and personal directives.

Guardianship for Dependent Adults

Guardianship is a legal process that gives an individual (a guardian) the legal authority and responsibility to make decisions about non-financial personal matters on behalf of a dependent adult. Dependent adults are individuals over the age of 18 who are unable to care for themselves and unable to make reasonable judgments about personal matters. Personal matters include where and with whom to live, social activities, work-related matters, education and training, licenses and permits, non-estate legal matters, health care and day-to-day decisions.

OPG encourages and assists individuals in obtaining a guardianship order for an adult who is unable to make independent decisions. Once appointed by the court, these individuals are called private guardians and have decision-making authority for the adult's personal affairs.

If no family or friends are willing to apply to be a private guardian, then the Public Guardian can be appointed as a last resort. Guardians are accountable to the Court. The Court will require the actions and decisions of the guardian to be reviewed at least every six years.

OPG can provide additional information about how to apply for a guardianship order. OPG funds 12 community agencies to assist the public in applying for guardianship. OPG also has self-help kits available for people who wish to apply for guardianship without hiring a lawyer. There are some costs associated with the granting of an order. Where the legal costs would be a hardship for a dependent adult or an applicant, the applicant may be eligible to have OPG contribute to the cost.

Personal Directives

A personal directive is a legal document that you can write in case something happens and you cannot make your own personal decisions in the future. Anyone over the age of 18 can complete a personal directive. It can be made with or without the assistance of a lawyer. It becomes a legal document when it is dated, signed and witnessed.

A personal directive lets you choose another person, called an agent, to act on your behalf. The written instructions provided in this document help your agent make decisions on personal, non-financial matters such as where and with whom you live, health care and legal matters. Family, friends and service providers can also be assured that the decisions being made are consistent with your expressed wishes.

The Office of the Public Guardian can provide additional information about how to create a personal directive, where help is available and how to carry out the role as an agent.

Questions about guardianship or personal directives should be directed to the regional office closest to where the dependent adult or the person making a personal directive lives. For more information, visit the website **www.seniors.gov.ab.ca,** or contact the Office of the Public Guardian at:

NORTHERN ALBERTA
Grande Prairie Office
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: **(780) 833–4319**

St. Paul Office
1st Floor, Provincial Building
110, 5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: **(780) 645–6278**

EDMONTON
Provincial Office
3rd Floor, Standard Life Building
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: **(780) 422–1868**

Edmonton Office
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: **(780) 427–0017**

CENTRAL ALBERTA
Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: **(403) 340–5165**

CALGARY
9th Floor, Century Park Place
855 8 Avenue SW
Calgary, AB T2P 3P1
Phone: **(403) 297–3364**

Continued next page…

SOUTHERN ALBERTA

Lethbridge Office
500 Professional Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: **(403) 381–5648**

Medicine Hat Office
Room 306, Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: **(403) 528–5245**

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

OFFICE OF THE PUBLIC TRUSTEE

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office also administers deceased persons' estates if they die intestate (without leaving a will) if the deceased individuals have no adult beneficiaries who live in the province. The Public Trustee also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age. For more information about the Office of the Public Trustee, visit their website at **www.justice.gov.ab.ca/public_trustee** or contact them at:

CALGARY
2100 Telus Tower
411 1 Street SE
Calgary, AB T2G 4Y5
Phone: **(403) 297–6541**

EDMONTON
400 South J.E. Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: **(780) 427–2744**

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

HEALTH-RELATED ORGANIZATIONS

Alzheimer Society of Alberta and NWT
134, 1935 32 Avenue NE
Calgary, AB T2E 7C8
Phone: **(403) 250–1303**
Fax: (403) 250–8241
Toll-free: **1–888–233–0332**
Website: **www.alzheimer.ab.ca**

Canadian Cancer Society
Alberta/NWT Division
200, 2424 4 Street SW
Calgary, AB T2S 2T4
Phone: **(403) 228–4487**
Toll-free: **1–800–661–2262**
Fax: (403) 228–4506
Website: **www.cancer.ca**

For information about cancer, call the nation-wide, toll-free Cancer Information Service at **1–888–939–3333** (9 a.m. to 6 p.m. Monday to Friday)

Canadian Diabetes Association
Northern Alberta & NWT Regional Leadership Centre
Suite 1010 Royal Bank Building
10117 Jasper Ave NW
Edmonton, AB T5J 1W8
Phone: **(780) 423–1232**
Toll-free: **1–800–563–0032**
Fax: (780) 423–3322
Website: **www.diabetes.ca**

Southern Alberta Regional Leadership Centre
105, 7500 Macleod Trail SE
Calgary, AB T2H 0L9
Phone: **(403) 266–0620**
Fax: (403) 269–8927

The Canadian National Institute for the Blind (CNIB)
CNIB Calgary
15 Colonel Baker Place NE
Calgary, AB T2E 4Z3
Phone: **(403) 266–8831**
Toll-free: **1–800–376–2642**
TTY device: (403) 264–0105
Fax: (403) 265–5029
Website: **www.cnib.ca**

Continued next page...

CNIB Edmonton
12010 Jasper Avenue NW
Edmonton, AB T5K 0P3
Phone: **(780) 488–4871**
Toll-free: **1–800–365–2642**
TTY device: (780) 482–2791
Fax: (780) 482–0017

CNIB Grande Prairie
Suite 200
9728 Montrose Avenue
Grande Prairie, AB T8V 5B6
Phone: **(780) 539–4719**
Fax: (780) 539–3331

CNIB Lethbridge
100, 410 Stafford Drive South
Lethbridge, AB T1J 0J5
Phone: **(403) 327–1044**
Fax: (403) 380–2672

CNIB Medicine Hat
102,520 2nd Street SE
Medicine Hat, AB T1A 0C6
Phone: **(403) 527–2211**
Fax: (403) 526–3548

CNIB Red Deer
Box 101
Red Deer, AB T4N 5E7
Phone/Fax: **(403) 346–0037**

Heart and Stroke Foundation of Alberta, NWT & Nunavut
100, 119 14 Street NW
Calgary, AB T2N 1Z6
Phone: **(403) 264–5549**
Toll-free: **1–888–473–4636**
Fax: (403) 237–0803
Website: **www.heartandstroke.ca**

Parkinson's Society of Alberta
Room 3Y18, Edmonton General
11111 Jasper Avenue
Edmonton AB T5K 0L4
Phone: **(780) 482–8993**
Toll–free: **1–888–873–9801**
Fax: (780) 482–8969
Website: **www.parkinsonalberta.ca**

Protecting You and Your Information

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Personal information that you provide to the Government of Alberta or any public body is protected under the *Freedom of Information and Protection of Privacy Act.*

You have the right to see or have copies of any information about you that is held by a public body. If you believe that the information is incorrect, you can submit a written request for a correction. Forms to request correction of personal information are available through your local library.

For more information, you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information. Call the Service Alberta Call Centre at **310–0000** for assistance.

The *Personal Information Protection Act* protects personal information held by the private sector. More information on the Act may be found at the website of the Information and Privacy Commission at **www.oipc.ab.ca/pipa/index.cfm**

ELDER ABUSE

Different service providers use their own definitions when responding to cases of elder abuse. However, it is generally agreed that elder abuse is described as any action or lack of action that causes harm to an elderly person. Elder abuse takes many forms:

- **physical abuse:** slapping, pushing, kicking, punching, injuring with an object or weapon, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- **sexual abuse:** any forced sexual activity
- **psychological abuse:** humiliation, isolation, intimidation, threats, inappropriate control of activities or removal of decision-making power when the elderly person is still capable of making decisions
- **financial abuse:** misuse of a person's funds or property through fraud, trickery or force

Continued next page...

- **neglect:** any lack of action required to meet the needs of an elderly person such as inadequate provision of food, clothing, shelter, required medication or other kinds of health and personal care, as well as social companionship

If you are in immediate danger, contact your local police, RCMP or tribal police.

Who to contact for help and information:

CALGARY
Kerby Centre
(403) 705–3250 (24 hours)

EDMONTON
Seniors Abuse Help Line
(780) 454–8888
Elder Abuse Intervention Team
(780) 477–2929
Edmonton Seniors Safe Housing
(780) 702–1520

LLOYDMINSTER
Catholic Social Services Elderly Adult Resource Service: **(780) 875–9084**

MEDICINE HAT
Community Response to Abuse and Neglect of Elders (CRANE)
(403) 529–4788 (24 hours)

- Regional health authorities listed on pages 37–38
- Family and Community Support Services — refer to your telephone directory
- Social Services Agencies — refer to your telephone directory
- Mental Health Help Line — 1–877–303–2642

PROTECTION FOR PERSONS IN CARE

Alberta Seniors and Community Supports is responsible for the Protection for Persons in Care office. This office administers the *Protection for Persons in Care Act,* which promotes the safety and well-being of adults who receive services from publicly-funded care facilities. The act also protects individuals living in nursing homes, hospitals, seniors' lodges, group homes and shelters.

Protection for Persons in Care is responsible for receiving complaints of abuse and for ensuring all complaints are investigated. Following an investigation, recommendations are made to prevent similar incidents from occurring.

All individuals who believe that an adult has or is being abused must report that abuse to Protection for Persons in Care or to the police. To report an incident of abuse, call:

Protection for Persons in Care
toll-free reporting line: **1–888–357–9339**
8:15 a.m. – 4:30 p.m., Monday to Friday

The Protection for Persons in Care office also makes referrals, provides educational materials and sessions, and responds to inquires about abuse prevention and the requirements of the *Protection for Persons in Care Act*. For more information, call **1–888–357–9339** or visit the website at **www.seniors.gov.ab.ca**

ALBERTA HEALTH FACILITIES REVIEW COMMITTEE

The Health Facilities Review Committee ensures that quality care, treatment and standards of accommodation are maintained in health care facilities. The committee has the authority to visit Alberta's acute care, long-term care, mental health and special care facilities to monitor and evaluate them on behalf of users and the public-at-large. Visits to facilities are not announced.

The committee forwards reports along with recommendations to the regional health authority, the facility and the Minister of Health and Wellness. Facilities are monitored to make sure recommendations are followed.

For information contact:

Health Facilities Review Committee
250 Garneau Professional Centre
11044 82 Avenue
Edmonton, AB T6G 0T2
Phone: **(780) 427–4924**
Website:
www.health.gov.ab.ca/about/hfrc.html

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

ALBERTA HUMAN RIGHTS AND CITIZENSHIP COMMISSION

The Alberta Human Rights and Citizenship Commission administers the *Human Rights, Citizenship and Multiculturalism Act*, which protects people in Alberta from discrimination. The commission provides free information on a confidential basis to people who believe they may have experienced discrimination in Alberta, who are responding to a human rights issue, or who are seeking more information about human rights in Alberta.

The commission also provides education and information programs and services relating to the legislation, preventing discrimination and fostering equality.

For more information, contact the **Alberta Human Rights and Citizenship Commission** at:

E-mail: humanrights@gov.ab.ca
Website: **www.albertahumanrights.ab.ca**

Northern Regional Office
800 Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Confidential Inquiry Line:
(780) 427–7661
Fax: (780) 427–6013

Southern Regional Office
Suite 310, 525 11 Avenue SW
Calgary, AB T2R 0C9
Confidential Inquiry Line:
(403) 297–6571
Fax: (403) 297–6567

TDD/TTY Service
Edmonton: **(780) 427–1597**
Calgary: **(403) 297–5639**
Toll free: **1–800–232–7215**

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

FRAUDS AND SCAMS

On a daily basis, seniors are at risk of being taken advantage of by criminals. Although many legitimate businesses market their products and services over the telephone (telemarketing), door to door, or through the Internet, mail or newspaper and magazine ads, there are some dishonest people who will use these methods to try to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you. Remember, legitimate businesses are not concerned about consumers checking past customer relationships, and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them.

For more information about frauds and scams such as:

- home renovation fraud,
- telemarketing fraud, and
- identity theft,

you can contact:

Alberta Government Services and Consumer Information Centre:
Edmonton: **(780) 427–4088**
Toll-free: **1–877–427–4088**

Website:
www.governmentservices.ab.ca, and follow the link to Forms, Publications and Tipsheets

Visit the **Alberta Seniors and Community Supports** website at **www.seniors.gov.ab.ca** and follow the *Seniors Fraud Awareness Campaign: If in Doubt Check it Out* link from Information Services

PhoneBusters
(telemarketing fraud complaints):
Toll-free: **1–888–495–8501**
Website: **www.phonebusters.com**

Continued next page...

CONSUMER INFORMATION

The Consumer Services Division of Alberta Government Services provides valuable information to consumers on a variety of topics. Information or tipsheets are available on the following topics:

- advance fee loan brokers
- auctions
- condominiums
- collection practices
- credit and personal reporting
- door-to-door or direct sales
- electricity marketers
- home renovations
- internet sales
- natural gas marketers
- negative option sales
- time-shares
- travel clubs

For more information on any of these topics, or to obtain a tipsheet, contact:

Alberta Government Services, Consumer Services Division
Edmonton: **(780) 427–4088**
Toll-free: **1–877–427–4088**
Website:
www.governmentservices.gov.ab.ca,
and follow the link to Forms, Publications and Tipsheets

Vehicle Sales and Repair Complaints

The Alberta Motor Vehicle Industry Council (AMVIC) licenses motor vehicle businesses. This includes retail new and used vehicle sales and any business involved in motor vehicle repair (including body shops, transmission, auto glass and recreational vehicles). AMVIC also registers all sales people in the industry. The council deals with complaints and inquiries about these businesses. For more information, contact:

Alberta Motor Vehicle Industry Council (AMVIC)
303, 9945 50 Street
Edmonton, AB T6A 0L4
Phone: **(780) 466–1140**
Toll-free: **1–877–979–8100**
Fax: (780) 462–0633
E-mail: info@amvic.org
Website: **www.amvic.org**

Transportation

BUS PASSES

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact:

Calgary
Calgary Transit Customer Service Centre
224 7 Avenue SW (walk in)
Calgary, AB T2P 0W6
Phone: **(403) 262–1000**
Website: **www.calgarytransit.com**

Edmonton
Edmonton Transit System
99 Street and 102A Avenue NW
LRT Churchill Station
(underground station)
Edmonton, AB T5J 0G4
Phone: **(780) 496–1665**
Website: **www.takeets.com**

Lethbridge
619 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: **(403) 320–3885**
Website: **www.lethbridge.ca**

Red Deer
City Hall, Community Services
4 Floor, 4914 48 Avenue
Red Deer, AB T4N 3T4
Phone: **(403) 342–8225**
Website: **www.city.red-deer.ab.ca**

PARKING PLACARDS FOR PERSONS WITH DISABILITIES

Persons who cannot walk 50 metres can request a parking placard or a disabled licence plate. This service is provided through Alberta Registry Agents. Those who wish to apply will need a completed placard application form and two pieces of identification. The placard application can be obtained from an attending physician, occupational therapist, physiotherapist or a registry agent.

Check your Yellow Pages under *License & Registry Services* or online at **www.infratrans.gov.ab.ca** (click the international mobility symbol).

For more information, contact Alberta Government Services' Consumer Information Centre at **1–877–427–4088.**

SPECIAL TRANSPORTATION HELP

If you cannot use the regular public transportation system because you are elderly or have a disability, help may be available in the municipality where you live.

For more information about special transportation, contact your local information centre (see pages 24–26) or the Family and Community Support Services office listed in your telephone directory.

Alberta Infrastructure and Transportation

The Driver Fitness and Monitoring Branch of Alberta Infrastructure and Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. The law requires that drivers report any medical condition, change in health, or physical disability that affects their ability to drive. Medical reports are required upon renewal of an operator's licence when a person reaches the age of 75, 80, and every two years thereafter. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 75 or older.

Transportation items of interest to seniors and persons with disabilities, such as the *Alberta Inter-Community Transportation Guide*, can be found at **www.infratrans.gov.ab.ca** and then clicking on the international mobility symbol, or by contacting:

Alberta Infrastructure and Transportation
Strategic Policy Branch
3rd Floor, 4999 98 Avenue
Edmonton, AB T6B 2X3
Phone: **(780) 427–7944**

In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

Canada Safety Council

The Canada Safety Council offers tips on home safety, driving and other topics on their website at **www.safety-council.org**. Click on seniors.

The Canada Safety Council's Alive 55 Mature Drivers Course is offered through the Alberta Safety Council. For more information, contact:

Canada Safety Council
1020 Thomas Spratt Place
Ottawa, ON K1G 5L5
Phone: **1–800–301–6407**

Congratulatory Messages for Seniors

MESSAGE FROM THE QUEEN

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and every five years thereafter. If no message was previously received, one may be sent for the 61st anniversary or the 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada.*

MESSAGE FROM THE GOVERNOR GENERAL OF CANADA

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51st anniversary or the 91st birthday.

Ensure that your request is received at the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)
or
Office of the Secretary to the Governor General
Anniversary Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: **(613) 993–2913**
Fax: (613) 990–7636

MESSAGE FROM THE PRIME MINISTER OF CANADA

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a certificate or letter from the Prime Minister, ensure that your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON K1A 0A2
Phone: **(613) 941–6880**
Fax: (613) 941–6901

MESSAGE FROM THE PREMIER OF ALBERTA

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly thereafter. A scroll may be requested for a 25th, 50th, 55th, 60th and 65th wedding anniversary and for each year thereafter.

To request a scroll or letter from the Premier, ensure that your request is received at the Premier's office at least one month before the special birthday or anniversary.

For more information, contact:

Your Member of the Legislative Assembly (MLA)
or
Office of the Premier of Alberta
Room 307, Legislature Building
10800 97 Avenue
Edmonton, AB T5K 2B7
Phone: **(780) 427–2251**
Fax: (780) 427–1349
E-mail: premier@gov.ab.ca
Website:
www.gov.ab.ca/premier/scrolls.cfm

General Information

BIRTH, MARRIAGE AND DEATH CERTIFICATES

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

For a list of registry agents in your area, refer to your Yellow Pages under License and Registry Services or telephone:

Edmonton: **(780) 427–7013**

In all other areas, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.
Website:
www.governmentservices.gov.ab.ca

TAXES

General Information

When filing a tax return, most forms of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for several federal and/or Alberta provincial tax credits within the tax system. Seniors eligible for the disability tax credit may be eligible to claim attendant care expenses. For more information, visit the Canada Revenue Agency website at **www.cra.gc.ca** or phone the general inquiry line at **1–800–959–8281.**

Continued next page...

Service for Seniors

Service for Seniors allows eligible seniors to file their tax returns for free using a touch-tone telephone. To be eligible to use the service:

- you must be over the age of 65,
- your only income is from Old Age Security, the Canada Pension Plan or the Guaranteed Income Supplement, and
- your taxable income is less than the income limit established for this service.

To use Service for Seniors, call the Telefile service at **1–800–959–1110.**

If you have a computer, you may also netfile at
www.netfile.gc.ca/menu-e.html

For more information, call the Canada Revenue Agency toll-free at
1–800–959–8281.

Community Volunteer Income Tax Program

If you need help completing your income tax return and have limited income, ask Canada Revenue Agency for a volunteer.

Volunteers are specially trained by Canada Revenue Agency staff, and are able to help you complete your tax return and necessary forms. You should maintain and provide all your information slips (e.g., medical receipts for glasses and dentures). Your pharmacist should be able to provide you with a computer printout of any prescription medication costs. Both you and your spouse/adult interdependent partner should file a return.

If you would like to get involved as a volunteer, Canada Revenue Agency will show you how to complete basic tax returns and provide a kit of reference material. With the training session and material, you will be ready to help others in your community.

For information about the Community Volunteer Income Tax Program, call:
Toll-free: **1–800–959–8281**

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families with moderate or lower incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section. If you are eligible, you will receive payments in July, October, January and April. Only one member of each family unit is eligible to apply.

For information about the GST Credit, contact the Canada Revenue Agency at:

Toll-free: **1–800–959–1953**
Website: **www.cra.gc.ca**

VETERANS

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries and economic support allowances. Additional benefits in the areas of health care, home help services, funeral and burial assistance and commemoration are also available.

For information, visit the Veterans Affairs Canada website at **www.vac-acc.gc.ca**, call toll-free **1–866–522–2122**, or contact:

Calgary
104 Sam Livingston Building
510 12 Avenue SW
Calgary, AB T2R 0X5

Edmonton
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3

Continued next page...

Last Post Fund

The Last Post Fund is a non-profit corporation dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial for lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years. For more information, contact the Last Post Fund at:

Edmonton
1130, 9700 Jasper Avenue
Edmonton, AB T5J 4C3
Toll-free: **1–888–495–3766**
Website: **www.lastpostfund.ca**

POWER OF ATTORNEY

Granting a Power of Attorney gives someone else (called your *attorney*) the power to make decisions and act on your behalf. A Power of Attorney is voluntary and is limited to matters of property and finance. It does not allow someone to make personal or health decisions on your behalf. For information on guardianship or personal directives, see pages 48–50.

General vs Limited Power of Attorney

A *limited* Power of Attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A *general* Power of Attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal or provincial benefits.

Power of Attorney/ Enduring Power of Attorney

The following is a brief description of the differences between a Power of Attorney and an Enduring Power of Attorney. For more detailed information, visit the Alberta Justice website at **www.justice.gov.ab.ca/dependent_adults/default.aspx**, and refer to menu topics.

Power of Attorney

- you must be mentally competent to give a Power of Attorney
- takes effect immediately
- ends if you become mentally incapable of managing your affairs

Enduring Power of Attorney

- specifically states that the Power of Attorney remains in effect should you become mentally incapable of managing your affairs
- can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred

Although not mandatory, you may wish to consult a lawyer for assistance in drafting your Power of Attorney document.

LAST WILL AND TESTAMENT

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person who will act as your executor after your death and who will make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- **formal will:** prepared for you by a lawyer
- **holograph will:** prepared by you and done in your handwriting
- **will kit:** forms obtained from any stationary store that you complete yourself

If you require a lawyer, and you do not have one, you can contact the Lawyer Referral Service at **1–800–661–1095**. See page 24 for more information.

What happens if you die without a will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this act is available in the handbook *Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process.* To request a copy, contact Alberta Seniors and Community Supports at **1–800–642–3853** (**427–7876** in Edmonton), or print your own copy at **www.seniors.gov.ab.ca**.

What is an executor?

An executor is a person who is named in a will to be responsible for the administration of an estate. The executor is responsible for notifying relatives and beneficiaries, disposing of perishable assets, securing any estate assets that require immediate attention, making provisions for the immediate needs of the dependants of the deceased, and ensuring that proper funeral and burial arrangements are made.

For more information on wills, executors, or the *Intestate Succession Act*, contact your lawyer or call the Lawyer Referral Service at **1–800–661–1095**.

MAKING FUNERAL ARRANGEMENTS

Check to find out if the deceased previously made any funeral arrangements. If no funeral arrangements have been made, you will need to choose a time and place for the funeral or memorial service. If there is no money for a funeral, discuss with the funeral director whether financial assistance may be available to you.

Prices for funerals can vary significantly depending on the types of services requested. The Alberta Funeral Service Association has a publication *Funerals: An Information Guide.* The publication offers information about planning a funeral, memorial service or military service. To obtain a copy of this publication, contact the Alberta Funeral Service Association at:

Alberta Funeral Service Association
211, 4801 51 Avenue
Red Deer, AB T4N 4H2
Red Deer: **(403) 342–2460**
Toll-free: **1–800–803–8809**
Fax: (403) 342–2495
Website: **www.afsa.ab.ca**

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

Alberta Funeral Services Regulatory Board
11810 Kingsway Avenue
Edmonton, AB T5G 0X5
Phone: **1–800–563–4652**
Fax: (780) 452–6085
E-mail: afsrb@telusplanet.net
Website: **www.afsrb.ab.ca**

WHO TO CONTACT WHEN SOMEONE DIES

Some of the following activities require supporting documentation as proof of death. In most cases this will be a death certificate, but in some instances a statement from the funeral home may be accepted. When you are unsure of the requirements, you may wish to call ahead to confirm the documentation needed for a specific service. To order a death certificate, contact a registry agent (check the Yellow Pages under *License & Registry Services*).

Estate

Contact the executor (the person named in the Last Will and Testament as being responsible for settling the estate).

Government Pensions

Alberta Seniors Benefit:
1–800–642–3853
Old Age Security/Canada Pension:
1–800–277–9914

Private Pension

If the deceased was receiving a pension from a former employer, contact the pension plan, former employer or union.

Alberta Health and Wellness

Contact the ministry at **427–1432** in Edmonton to cancel the deceased's provincial health care coverage. In all other areas of Alberta call Service Alberta Call Centre at **310–0000** to be connected toll-free.

Canada Revenue Agency

Contact the agency at **1–800–277–9914** about preparing the deceased's final tax return and to cancel or transfer benefits, if applicable, to a survivor.

Continued next page...

Banking Institutions

Immediately notify the bank management and find out the bank's requirements for papers and changes.

Credit Cards

Credit cards should be cancelled with the credit card issuer and all cards in the name of the deceased should be destroyed.

Car Registration/Insurance

If a vehicle was registered in the name of the deceased, contact a registry agent to transfer the vehicle's ownership (check the Yellow Pages under *License and Registry Services*).

Homeowners

If the deceased's name is on the land title, contact Alberta Land Titles to have it changed.

Associations and Club memberships

Contact any clubs the deceased may have been involved with.

More information about funerals, estates and who to contact when a senior dies is available in the handbook *Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process.* To request a copy, call Alberta Seniors and Community Supports at **1–800–642–3853** (**427–7876** in Edmonton) or print your own copy at **www.seniors.gov.ab.ca**

Recreation, Leisure and Learning

ACTIVE LIVING

Age is no barrier. Active living helps older citizens lead healthier, more independent and satisfying lives. Some of the most popular activities include walking, picnicking, fishing, swimming, bird watching, gardening, golfing and cycling. Including physical activity in your daily life, according to your own personal preference and circumstances, can make a big difference to your health and well-being.

For more information on recreation in Alberta, you can write or call:

Alberta Community Development
Sport and Recreation Branch
Room 905, Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Phone: **(780) 427–6549**
Website: **www.cd.gov.ab.ca/asrpwf**

Local Recreation Information

For information about sport programs and activities in your area, contact the local recreation department listed in your telephone directory.

Recreational activities may be offered at your local seniors organization. The *Directory of Seniors' Organizations in Alberta* is published by Alberta Seniors and Community Supports and has a list of the activities at each organization. To request a copy, call **1–800–642–3853** or **427–7876** in Edmonton, or view the directory online at **www.seniors.gov.ab.ca**

ALBERTA SENIORS GAMES

The Alberta Seniors Games are a recreational event for Albertans over the age of 55. Held every two years, the Alberta Seniors Games combine fun and competition, challenge for mind and muscle, and a true building of community.

Continued next page...

Participants take part in playoffs in eight zones across the province to qualify for the games. They compete for gold, silver and bronze medals in about 20 activities. The games are complemented with opening and closing ceremonies, as well as an extensive cultural program. The Alberta Seniors Games also act as a qualifier for the Canada Senior Games.

For information, contact:

Alberta 55 Plus
* *Formerly Alberta Senior Citizens Sport and Recreation Association — ASCSRA*
Phone: **(403) 297–2730**
Fax: (403) 297–6669
Website: **www.alberta55plus.ca**

ALBERTA 55 PLUS (ASCSRA)

This association promotes, develops and organizes activities leading to the Alberta Seniors Games, zone activities and the Canada Senior Games. Seniors Games gives individuals aged 55 and over the opportunity for enrichment, fulfillment and improved quality of life and health through a broad variety of recreation, sport and organized activities.

The annual membership fee is $15, or $25 for two years. The benefits for members are a quarterly newsletter and reduced rates on home and auto insurance. For information, contact:

Alberta 55 Plus (ASCSRA)
101, 525 11 Avenue SW
Calgary, AB T2R 0C9
Phone: **(403) 297–2703**
Fax: (403) 297–6669
E-mail: ascsra@telus.net
Website: **www.alberta55plus.ca**

FISHING LICENCES

Fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

Note: *This policy does not apply to fishing in national parks in Alberta.*

For more information, please contact the Alberta Fish and Wildlife General Information Line in Edmonton at **(780) 427–5185**. In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

HISTORIC SITES AND CULTURAL FACILITIES

You are invited to enjoy Alberta's historic sites and cultural facilities. An admission discount is provided to all seniors visiting Alberta's heritage facilities. For more information regarding specific attractions and discounts provided, please contact:

Alberta Community Development
Historic Sites and Cultural Facilities
Phone: **(780) 431–2300**
Website:
www.cd.gov.ab.ca/enjoying_alberta

A free guide outlining Alberta's museums and historic sites is available by calling **1–800–252–3782**.

PROVINCIAL PARKS

Alberta parks and protected areas preserve Alberta's natural environment and provide perfect settings for nature-based outdoor recreation. There are 69 provincial parks and more than 200 provincial recreation areas in Alberta, many of which provide overnight camping facilities that range from highly developed sites equipped with power hook-ups and showers to rustic sites that provide only basic amenities such as pump water and toilet facilities.

At all group campgrounds in provincial parks and recreation areas, seniors groups receive discounts of 50 per cent (excluding firewood). The group camping fee discount is available Monday to Thursday, excluding statutory holidays. As well, at some provincial parks and recreation areas, overnight camping fee discounts are provided to individual Albertans who are 65 years of age or older. For more information or to request the Alberta's Parks and Protected Areas map and vacation guide, contact:

Parks and Protected Areas
Alberta Community Development
2nd Floor 9820 106 Street
Edmonton, AB T5K 2J6
Phone: **(780) 427–3582**
Toll-free: **1–866–427–3582**
Fax: (780) 427–5980
Website: **www.cd.gov.ab.ca/parks**

SENIORS' VIEW OF THE ALBERTA LEGISLATURE

Keep active and have fun through educational programs and guided tours of the Alberta Legislature. The Seniors' View offers groups of seniors the opportunity to attend Question Period in the Legislative Assembly, participate in mock legislature debates, and tour the Legislature Building. You can create a schedule of activities and set a pace that works for you. For more information, contact:

Seniors' View
Visitor Services, Pedway Mall
10820 98 Avenue
Edmonton, AB T5K 2N6
Phone: **(780) 427–7362**
Fax: (780) 427–0980
Website: **www.assembly.ab.ca/visitor**

LEARNING OPPORTUNITIES FOR SENIORS

Alberta Advanced Education

Alberta Advanced Education works with communities, post-secondary institutions and others to provide lifelong learning opportunities for Albertans. For more information about continuing education opportunities, visit the Alberta Advanced Education website at **www.advancededucation.gov.ab.ca** or call **(780) 422–5400** in Edmonton. In all other areas of the province, call the Service Alberta Call Centre at **310–0000** to be connected toll-free.

Elderhostel

Elderhostel is a not-for-profit organization that offers educational travel experiences to adults 55 and over. Combining travel and learning, programs are designed to meet the various interests, activity levels, budgets, schedules and lifestyles of older adults. For more information, call **1–877–426–8056** or visit the website at **www.elderhostel.org**

Libraries

Many libraries offer programs and events of interest to seniors. Whether it is learning how to map your family tree, surfing the Internet, or attending a lecture, your local library may have the program for you. You can even use the Internet at your local library to access copies of this guide and other Alberta Seniors and Community Supports publications.

To learn about the programs and events available at your library, refer to the libraries section of your telephone directory.

Quick Reference List

Alberta Aids to Daily Living
Call 310–0000 to be connected
toll-free.....(780) 427–0731

Alberta Blue Cross™
Toll-free 1–800–661–6995

Alberta Health and Wellness
Alberta Health Care Insurance Plan
Call 310–0000 to be connected
toll-free.....(780) 427–1432

Alberta Monitoring for Health Program
Toll-free 1–800–267–7532

Alberta Registries (Vital Statistics)
Call 310–0000 to be connected
toll-free.....(780) 427–7013

Alberta Seniors Benefit Program
Toll-free anywhere in Alberta
.....1–800–642–3853
Edmonton 427–7876

Assured Income for the Severely Handicapped (AISH)
Toll-free 1–866–477–8586
Edmonton 644-1364

Canada Revenue Agency
Community Volunteer Income Tax Program
Toll-free 1–800–959–8281
TTY Only 1–800–665–0354

Consumer Information Centre
Toll-free 1–877–427–4088

Credit Counselling Services of Alberta
Toll-free 1–888–294–0076

Dental Assistance for Seniors Program

Toll-free anywhere in Alberta
.....1–800–642–3853
Edmonton .....(780) 427–7876

Education Property Tax Assistance for Seniors

Toll-free anywhere in Alberta
.....1–800–642–3853
Edmonton .....(780) 427–7876

Elder Abuse

Calgary Kerby Rotary Shelter (24 hr)
.....(403) 705–3250
Edmonton Seniors Abuse Help Line (24 hr). .....(780) 454–8888
Edmonton Elder Abuse Intervention Team ....(780) 477–2929
Edmonton Seniors Safe Housing
.....(780) 702–1520

Family and Community Support Services

For information, contact the Family and Community Support Services office listed in your local telephone directories

Geriatric Assessment and Rehabilitation Programs

Contact your regional health authority. Please see pages 37–38.

GST Credit

Toll-free 1–800–959–1953

Handicapped Parking Placard

Call 310–0000 to be connected toll-free .....(780) 427–7013

Health Link Alberta

.....1–866–408–5465

Housing Programs

Provincial Government Programs

Seniors Lodge Program
Seniors Self-Contained Housing Program
Residential Access Modification Program
Seniors Information Line
Toll-free 1–800–642–3853
Edmonton .....(780) 427–7876

Federal Government Programs

Emergency Repair Program
Home Adaptations for Seniors Independence
Residential Rehabilitation Assistance Program
Toll-free 1–877–499–7245

Housing Registries

Calgary
Kerby Centre.....(403) 705–3230

Edmonton
Native Seniors' Centre
.....(780) 476–6595
SAGE — Seniors Association of Greater Edmonton **Formerly the Society for the Retired and Semi-Retired*
.....(780) 423–5510

Service Canada Call Centre (Government of Canada)

Old Age Security
Guaranteed Income Supplement/Allowance
Canada Pension Plan

English 1–800–277–9914
French 1–800–277–9915
TTY Only.....1–800–255–4786

Income Support Program for Non-Seniors

Alberta Works Income Support
Toll-free 1–866–644–5135
Edmonton .....(780) 644–5135

Landlord and Tenant Advisory Board

Toll-free 1–877–427–4088

Office of the Public Guardian

Calgary .....(403) 297–3364
Edmonton .....(780) 427–0017
Grande Prairie.....(780) 833–4319
Lethbridge.....(403) 381–5648
Medicine Hat.....(403) 528–5245
Red Deer.....(403) 340–5165
St. Paul .....(780) 645–6278

Office of the Public Trustee

Calgary .....(403) 297–6541
Edmonton .....(780) 427–2744

Optical Assistance for Seniors

Toll-free anywhere in Alberta
.....1-800-642-3853
Edmonton .....(780) 427–7876

Protection for Persons in Care Act
Toll-free 1–888–357–9339

Provincial Parks
Toll-free 1–866–427–3582

Regional Health Authority Services
Long/Short Term Care
Meals-on-Wheels
Mental Health Services
Home Care Services
Public Health Services
Day Support Programs

Chinook Regional Health Authority
Lethbridge.....(403) 382–6009

Palliser Health Region
Medicine Hat .....(403) 528–5633

Calgary Health Region
Calgary .....(403) 943–1111

David Thompson Regional Health Authority
Red Deer.....(403) 341–8622

East Central Health
Camrose .....(780) 608–8800

Capital Health
Edmonton .....(780) 407–1000

Aspen Regional Health Authority
Westlock .....(780) 349–8705

Peace Country Health
Grande Prairie.....(780) 538–5387

Northern Lights Health Region
Fort McMurray .....(780) 791–6024

Seniors Advisory Council for Alberta
.....(780) 422–2321

Seniors Information Line
Toll-free anywhere in Alberta
.....1-800-642-3853
Edmonton .....(780) 427–7876

Service Alberta Call Centre
310–0000

Special Needs Assistance for Seniors Program
Toll-free anywhere in Alberta
.....1–800–642–3853
Edmonton .....(780) 427–7876

Veteran's Affairs
Toll-free 1–866–522–2122

TEAR HERE

We Need Your Help

We'd like your opinion about this publication. Please take a few minutes to fill out this questionnaire and mail it to the following address or fax it to (780) 422-8762.

Alberta Seniors and Community Supports
Client and Information Services
Box 3100, Edmonton, AB T5J 4W3

You can also complete the survey online at:
www.seniors.gov.ab.ca/services_resources/programs_services

1. Overall, how would you rate your satisfaction with this guide as an information source for seniors?

☐	☐	☐	☐	☐	☐
Very Satisfied	Satisfied	Slightly Satisfied	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied

2. What section of the guide did you find most useful?
   - ☐ Income Support Programs
   - ☐ Housing
   - ☐ Information and Referral
   - ☐ Health Services
   - ☐ Helping Agencies
   - ☐ Protecting You and Your Information
   - ☐ Transportation
   - ☐ General Information
   - ☐ Recreation and Leisure
   - ☐ Other (please specify) _____

3. Do you have any suggestions for how this guide may be improved?

   _____

   _____

4. Are you (please check only one):
   - ☐ Under 65
   - ☐ 65 or over
   - ☐ Providing services to seniors

Thank you — your responses will help to ensure the *Seniors Programs and Services Information Guide* continues to meet your needs.

www.seniors.gov.ab.ca

Seniors Programs and Services Information Guide

Alberta Seniors and Community Supports
Box 3100
Edmonton, Alberta
T5J 4W3

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Alberta
Seniors and
Community Supports